

Appendix H – Reason Codes for Final Disposition of Spoil/Faulty/Defective Passports

Codes for Faulty/Defective Blank Passports only
B=Book Defective

Codes for Spoiled Passports only
P= Personalization

Codes for Faulty/Defective Blank Passports
M= Machine or Equipment

*****Please use a marker ("Sharpie" Felt pen) to write reason codes in booklets.**

	Code	Fault Description	Comments
FOR FAULTY/DEFECTIVE BLANK PASSPORTS	B1	Book Dimensions	If the following elements are out of specification: Book width; Book length; Book cut edges; Page alignment; Book thickness (missing pages, extra pages, pages out of order); Book skew.
	B2	Cover	If the following elements are out of specification: Cover is physically damaged before personalization; Cover discolouration; and Cover contamination; Chip in front cover.
	B3	Coat of Arms (gold stamp)	If the following elements are out of specification: Coat of Arms position; and Coat of Arms quality i.e. missing stamp, double stamped, etc. Coat of Arms size.
	B4	Security Thread	If the following elements are out of specification: Security thread position; Security thread skew; and Skipped stitches of the security thread.
	B5	Security Printing	If the following elements are out of specification: Security Printing registration; Print defects such as set off, smudging, print voids, print missing, etc; and Intaglio and Lithographic printing quality NOTE: This does not include personalization printing of the datapage with bio data.
	B6	Folded Page, Torn, Damaged Books	If the following elements are out of specification: Physical damage of the ePassport book prior to personalization; and Page creasing. NOTE: This does not include Defective Blank books that were spoiled/damaged while inserting books into the printer or while folding/cracking the spine of the books.
	B7	Contamination / Dirt/Foreign Fibres	If the following elements are out of specification: Debris or foreign material of certain size (as per specification), usually embedded in the surface of the page.
	B8	Packaging Issues	Material not usable do to packaging none-conformance or IMS limitations. To be used only by CIC – Materiel Management

FOR SPOILED PASSPORTS	P1	Cropping	Cropping of signature or photo is incorrect.
	P2	Signature	Wrong capture (incorrect signature, missing signature checkmark in F2 or missing signature).
	P3	Photo Quality	Photo is inadmissible, rejected by IEC. Photo quality not to PPTC standards.
	P4	Data Entry Error	Name, given names, sex, place of birth, country, date of expiry, Date of birth.
	P5	Observation	Incorrect observation, error in observation.
	P6	Contamination	Contamination from Print Room environment, any dust, fibres, particles embeded in the datapage before printing or lamination.
	P7	Operator Error	Books loaded backwards, Ink cartridge not replenished when prompted, laminate loaded incorrectly, other improper setup, ink cartridges loaded incorrectly, ink smudges and finger print. Operator fails to detect a run-on-error during personalization. A run-on-error is any error that is repeated for more than 20 books sequentially coming out of the machine. Any "M" run-on-errors must be classified as P7.
	P8	Mailing label error	"Care of" is missing, address incorrect.
	P9	Page(s)	Bent page(s) or ripped page after lamination (done on production floor).
	P10	Others	Spoil book at the IA (Issuing Authority) request, etc.
	P11	Operator Error Prior to Printing	Defective blank book caused by Operator mishandling book prior to printing i.e. book damaged while loading into printer.

FOR FAULTY/DEFECTIVE BLANK PASSPORTS	M1	Printed Photo Quality	If the following elements are out of specification: Lines on photo; Voids on photo; Smudges on photo; Ink smearing on photo; and Imbalanced colour (Page 2 and Page 3) on photo.
	M2	Laminate Position/Skew	If the following elements are out of specification: Laminate position; and Laminate skew.
	M3	Page Edge tear	If the following elements are out of specification: Laminate causes physical damage to paper on the right edge of passport data page. NOTE: This does not include Defective Blank books that were spoiled/damaged while inserting books into the printer (Code P11).
	M4	Laminate Voids	If the following elements are out of specification: Laminate voids on the datapage. Book printed but not laminated equipment malfunction Partial lamination Any laminate voids that are not on the top, bottom, left or right edges of the laminate
	M5	Laminate Edge Quality	If the following elements are out of specification: Laminate voids on the edges of passport data page; Uneven/jagged edge on the edges of the laminate.
	M6	Laminate Visual Defects	If the following elements are out of specification: Brightness and presence of holographic elements on the Laminate; Laminate creases; Laminate scratches; and Laminate heat marks.
	M7	MRZ Position/Quality	If the following elements are out of specification: MRZ print quality; MRZ position; and Error reading MRZ using the ePPS QA Reader. NOTE: Please try to read the MRZ a few times before rejecting the passport.
	M8	Personalization Contamination	If the following elements are out of specification: Ink debris from printer print head; Laminate debris; Laminate roller marks on the datapage; and Any other dirt/debris from personalization equipment.
	M9	Book cannot be printed (for Print Centres only)	If the personalization equipment fails to open the book at the right page, or Read the SCN successfully after three re-use attempts. Pre-printer errors Leafer module fails to open the booklet in the right page. Blank book encoded but not printed or laminated Edge detection Vertical Registration

M10	Chip Read Error	If the QA Reader fails to read the information from a chip after five attempts (Reader to be Re-booted after third attempt). Chip access error
M11	Machine physically damages books	Any books that are rejected by the machines (printer and laminator) for example: Machine jam up; Damaged cover; Page tearing; Folding of pages; Mechanical scratching; and Laminate roller marks. NOTE: This does not include Defective Blank books (to remove, since if the booklets were inserted, they are no longer blank) that have been spoiled/damaged when they were inserted into the printer (P11 code).
M12	Chip Encoding Error	Equipment/System Fails to Encode the Book eg. Chip Authentication Error, Chip Encoder Failure etc.
M13	Personalization Quality	If the following elements are out of specification: Lines on visual zone; Voids on visual zone; Smudges on visual zone; Ink smearing on visual zone; and Imbalanced colour (Page 2 and Page 3) on visual zone. Double print/Shadow print/Bolded print; Half/Partial print
M14	Book cannot be printed (for Regional Offices only)	Printer is unable to find the edge of the datapage and cannot continue printing after three attempts, Operator is to then notify service desk. Vertical Registration Edge Detection
M15	Calibration/Setup/Testing/System Failure	Any books that are used for calibration, setup, testing purposes or books no longer usable due to a system failure.